

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 05/01/2021

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module
CA Commitment Accounting		19
ELM		34
Employee Self Service (ESS)		4
ESS Employee Self-Service		1
HR Human Resources	Acceptance Testing	1
	Assessment	20
	Assigned	120
	Awaiting Customer	9
	In Development	3
	In Work	26
	Pending Prod Approval	2
	Rework	2
	System Test	3
HR Human Resources		186
Interfaces		12
Learn		2
Mgr Self Service (MSS)	Assessment	1
	Assigned	6
	Awaiting Customer	3
	In Work	2
Mgr Self Service (MSS)		12
MSS Manager Self-Service		1
None	Awaiting Customer	1
	In Work	2
None		3
Not Applicable		69
PeopleTools		5
Performance Mgmt		24
POS Position Control		3
PY Payroll		95
Recruiting		34
Reports		52
Security		23
SPRS Payroll		2
TL Time and Labor		143
Grand Total		724

Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	15
Assessment	65
Assigned	417
Awaiting Customer	39
Hold- Pending Next Upgrade	1
Hold- Pending Oracle Fix	7
In Development	7
In Work	128
Pending Prod Approval	19
Rework	10
System Test	16
Grand Total	724

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
High	CA Commitment Accounting	1
	ELM	3
	HR Human Resources	19
	Interfaces	2
	PeopleTools	1
	Performance Mgmt	5
	PY Payroll	17
	Recruiting	2
	Reports	3
	Security	7
	TL Time and Labor	9
High		69
Medium		364
Low		291
Grand Total		724

Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing	2
Assessment	7
Assigned	30
In Development	1
In Work	20
Pending Prod Approval	2
Rework	5
System Test	2
Grand Total	69

All SRs by Status

(Includes Closed, Completed after 03/01/21)

Status	Count of Status
Acceptance Testing	15
Assessment	65
Assigned	417
Awaiting Customer	39
Closed	39
Completed	620
Governance	1
Hold	8
Hold- Pending Next Upgrade	1
Hold- Pending Oracle Fix	7
In Development	7
In Work	128
Pending Prod Approval	19
Rework	10
System Test	16
Grand Total	1392

HR/Payroll Trend Report – Service Requests

April 2020 – April 2021

	Apr. 2020	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr. 2021	Totals
OPENED	583	474	504	784	640	826	751	590	522	660	467	720	671	8192
CLOSED	584	475	562	674	520	935	784	581	526	686	564	701	659	8251

